

## Recommended Resource List: Problems and Decisions

The State Library of the Kentucky Department for Libraries and Archives is dedicated to  
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### To request a title from the State Library:

- *State government employees* should follow the call number link to the [KDLA Catalog](#) and click on the "Make a Request" tab on the right. Complete the form with your name, library card number, and delivery choice. Then click on "Submit Form." Requests can also be made by calling the State Library's Circulation Desk at (502) 564-8300, ext. 337 or (800) 928-7000, ext. 337. Materials can be delivered by messenger mail in Frankfort or by UPS to field/district offices (return postage included).
- *Public Library staff* should use the OCLC Interlibrary Loan system for audiobook and book requests and the [Public Library Visual Materials/Kit Request](#) form for videos and DVDs.
- *Members of the general public* should contact their local public library for interlibrary loan service.

## Audiobooks

Miller, John G. **QBO! the Question behind the Question**. New York: Penguin Audio, 2004.  
Call number: [SR CD 153.83 Mill](#)

## Books

Autry, James A. **The Book of Hard Choices: How to Make the Right Decisions at Work and Keep Your self-respect**. New York: Morgan Road Books, 2006. Call number: [650.13 Autr](#)

Bennett, Mark D. **A Field Guide to Good Decisions: Values in Action**. Westport, CT: Praeger, 2006. Call number: [153.83 Benn](#)

Gladwell, Malcolm. **Blink: the Power of Thinking without Thinking**. New York: Little, Brown and Co., 2005. Call number: [153.44 Glad](#)

Golden, Bernard. **Unlock Your Creative Genius**. Amherst, NY: Prometheus Books, 2007. Call number: [153.35 Gold](#)

Hanson, Mirja P. **Clues to Achieving Consensus: a Leader's Guide to Navigating Collaborative Problem Solving.** Lanham, MD: Rowman & Littlefield Education, 2005. Call number: 658.4036 Han

Higgins, James M. **101 Creative Problem Solving Techniques: the Handbook of New Ideas for Business.** Winter Park, FL: New Management Pub. Co., 2006. Call number: 658.403 Higg

Kaner, Sam. **Facilitator's Guide to Participatory Decision-Making.** 2<sup>nd</sup> ed. San Francisco: Pfeiffer Wiley, 2007. Call number: 658.4036 Kane

Kemp, Jana M. **Moving out of the Box: Tools for Team Decision Making.** Westport, CT: Praeger, 2008. Call number: 658.4036 Kemp

Kopeikina, Luda. **The Right Decision Every Time: How to Reach Perfect Clarity on Tough Decisions.** Upper Saddle River, NJ: Pearson/Prentice Hall, 2005. Call number: 658.403 Kope

Michalko, Michael. **Thinkertoys: a Handbook of Creative-thinking Techniques.** 2nd ed. Berkeley: Ten Speed Press, 2006. Call number: 650.1 Mich

Neilson, Gary L. **Results: Keep What's Good, Fix What's Wrong, and Unlock Great Performance.** New York: Crown Business, 2005. Call number: 658.406 Neil

Tague, Nancy R. **The Quality Toolbox.** 2nd ed. Milwaukee, WI: ASQ Quality Press, 2005. Call number: 658.4036 Tagu

VanGundy, Arthur B. **101 Activities for Teaching Creativity and Problem Solving.** San Francisco: Pfeiffer, 2005. Call number: 153.43 VanG

**Wise Decision-making in Uncertain Times: Using Nonprofit Resources Effectively.** New York: Foundation Center, 2006. Call number: 658.048 Wise

## Videos/DVDs

**The Abilene Paradox** (2nd ed.) 24 min. CRM Learning, 2002. Videocassette and DVD. Call number: VC DV 658.4036 Abil

**How Do You Put a Giraffe into a Refrigerator?** 11 min. Advanced Knowledge, 2002. Videocassette. Call number: VC 153.43 How

## Websites

**[http://www.managementhelp.org/prsn\\_prd/decision.htm](http://www.managementhelp.org/prsn_prd/decision.htm)**

**Decision Making** of the Free Management Library offers information on these topics related to making decisions: basic guidelines, self-evaluation measures, discussion of common mistakes, and decision-making tools and analyses. The information is assembled by Carter McNamara PhD for The Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on November 17, 2006.

**[http://www.managementhelp.org/prsn\\_prd/prob\\_slv.htm](http://www.managementhelp.org/prsn_prd/prob_slv.htm)**

**Problem Solving** of the Free Management Library offers information on these topics: broad overviews, basic steps discussion of leadership styles, and analyses tools. This information is assembled by Carter McNamara, PhD for The Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on November 17, 2006.